



COLORADO

Department of
Regulatory Agencies

Public Utilities Commission

Jeff P. Ackermann, Chairman
Frances A. Koncilja, Commissioner
Wendy M. Moser, Commissioner
Doug Dean, Director

Joe Neguse, Executive Director
John W. Hickenlooper, Governor

1560 Broadway, Suite 250
Denver, CO 80202

April 3, 2017

Ms. Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20544

Re: Public Safety and Homeland Security Bureau Announces Investigation into AT&T
Mobility Outages on March 11, 2017, PS Docket No. 17-68

Ms. Dortch:

This letter is being filed pursuant to Section 1.1206 of the Commission's Rules.

On March 30, 2017, staff of the Colorado Public Utilities Commission and representatives of several local 9-1-1 governing bodies and public safety answering points (PSAPs) in Colorado met with several members of the Public Safety and Homeland Security Bureau (PSHSB) of the Federal Communications Commission via conference call. The purpose of this call was to answer questions posed by PSHSB staff and provide additional information regarding the experiences of Colorado 9-1-1 PSAPs and governing bodies stemming from the March 8, 2017 outage affecting AT&T wireless customers.

Colorado representatives in attendance on this conference call included:

- Lynn Notariani, Telecom Section Chief, Colorado Public Utilities Commission
- Daryl Branson, Sr. 911 Telecom Analyst, Colorado Public Utilities Commission
- Bruce Romero, Executive Director, Arapahoe County E9-1-1 Authority
- Monica Million, Director, Grand Junction Regional Communications Center
- Kimberly Culp, Executive Director, Larimer Emergency Telephone Authority
- Jennifer Kirkland, Operations Manager, Vail Police Department Dispatch

In addition to answering questions posed to them by PSHSB staff, the Colorado



representatives on the call also offered to share with PSHSB staff the following documents, which are attached:

- Emails transmitted via the Colorado 9-1-1 Google Group regarding the outage in which PSAP representatives in the state reported whether or not their citizens were affected by the outage.
- Notification received by the Larimer Emergency Telephone Authority and Vail Police Department regarding the outage from Comtech Telecommunications Corp. and West Safety Services.

Please contact me if you have any further questions regarding this letter.

Sincerely,

A handwritten signature in black ink, appearing to read 'Daryl Branson', written over a horizontal line.

Daryl Branson, Sr. 911 Telecom Analyst
Colorado Public Utilities Commission

**STATE OF
COLORADO****Branson - DORA, Daryl** <daryl.branson@state.co.us>

AT&T Problems?

40 messages

Branson - DORA, Daryl <daryl.branson@state.co.us>

Wed, Mar 8, 2017 at 6:30 PM

To: colorado911@googlegroups.com

Cc: "Notarianni, Lynn" <lynn.notarianni@state.co.us>

Colorado 911 PSAPs and Authorities,

I've received report that PSAPs in a couple of other states (Kentucky and Texas) are not receiving 9-1-1 calls from AT&T wireless customers. Are any of you experiencing anything similar?

Thank you,

Daryl Branson, MPA ENP RPL

Sr. 911 Telecom Analyst

P **303.894.2871**

1560 Broadway Ste 250, Denver, CO 80202

daryl.branson@state.co.us | www.colorado.gov/dora/puc**COLORADO**Department of
Regulatory Agencies

Public Utilities Commission

Culverhouse, Diane <dculverh@auroragov.org>

Wed, Mar 8, 2017 at 6:39 PM

To: "Branson - DORA, Daryl" <daryl.branson@state.co.us>

Cc: "colorado911@googlegroups.com" <colorado911@googlegroups.com>, "Notarianni, Lynn" <lynn.notarianni@state.co.us>

We just tested in Aurora and had no issues.

Sent from my iPhone

[Quoted text hidden]

[Quoted text hidden]

--

You received this message because you are subscribed to the Google Groups "Colorado 911 PSAPs and Authorities" group.

To unsubscribe from this group and stop receiving emails from it, send an email to

colorado911+unsubscribe@googlegroups.com.

To post to this group, send email to colorado911@googlegroups.com.

For more options, visit <https://groups.google.com/d/optout>.

Scott Rose <scoros@lakewoodco.org>

Wed, Mar 8, 2017 at 6:56 PM

To: "Branson - DORA, Daryl" <daryl.branson@state.co.us>, "colorado911@googlegroups.com"

<colorado911@googlegroups.com>

Cc: "Notarianni, Lynn" <lynn.notarianni@state.co.us>

Lakewood is NOT receiving AT & T 911's

Get [Outlook for iOS](#)

[Quoted text hidden]

[Quoted text hidden]

--

You received this message because you are subscribed to the Google Groups "Colorado 911 PSAPs and Authorities" group.

To unsubscribe from this group and stop receiving emails from it, send an email to colorado911+unsubscribe@googlegroups.com.

To post to this group, send email to colorado911@googlegroups.com.

For more options, visit <https://groups.google.com/d/optout>.

Grace Reinis <GReinis@dcsheriff.net>

Wed, Mar 8, 2017 at 6:59 PM

To: "Branson - DORA, Daryl" <daryl.branson@state.co.us>

We seem to be getting calls through AT&T right now.

Grace Reinis

Douglas Regional 9-1-1

[Quoted text hidden]

[Quoted text hidden]

--

You received this message because you are subscribed to the Google Groups "Colorado 911 PSAPs and Authorities" group.

To unsubscribe from this group and stop receiving emails from it, send an email to colorado911+unsubscribe@googlegroups.com.

To post to this group, send email to colorado911@googlegroups.com.

For more options, visit <https://groups.google.com/d/optout>.

Lesnansky, Shelly - DPD <Shelly.Lesnansky@denvergov.org>

Wed, Mar 8, 2017 at 7:04 PM

To: "Branson - DORA, Daryl" <daryl.branson@state.co.us>

Cc: "colorado911@googlegroups.com" <colorado911@googlegroups.com>, "Notarianni, Lynn" <lynn.notarianni@state.co.us>

Daryl,

It is a problem in Denver. We have done several test calls using AT&T phones over the last 30 minutes and all but two did not go through. We have tweeted out to Denver residents with AT&T to text or call non-emergency.

Shelly

Sent from my iPhone

[Quoted text hidden]

[Quoted text hidden]

--

You received this message because you are subscribed to the Google Groups "Colorado 911 PSAPs and Authorities" group.

To unsubscribe from this group and stop receiving emails from it, send an email to colorado911+unsubscribe@googlegroups.com.

To post to this group, send email to colorado911@googlegroups.com.

For more options, visit <https://groups.google.com/d/optout>.

Monica Million <monicam@gjcity.org>

Wed, Mar 8, 2017 at 7:06 PM

To: "Lesnansky, Shelly - DPD" <shelly.lesnansky@denvergov.org>, "Branson - DORA, Daryl" <daryl.branson@state.co.us>

Cc: "colorado911@googlegroups.com" <colorado911@googlegroups.com>, "Notarianni, Lynn" <lynn.notarianni@state.co.us>

Is it just the Denver metro area?

Get [Outlook for Android](#)

[Quoted text hidden]

Butler, Athena M. - 911 Emergency Communications <Athena.Butler@denvergov.org> Wed, Mar 8, 2017 at 7:12 PM
To: "Branson - DORA, Daryl" <daryl.branson@state.co.us>, "colorado911@googlegroups.com" <colorado911@googlegroups.com>
Cc: "Notarianni, Lynn" <lynn.notarianni@state.co.us>

We tested in Denver and had intermittent issues. Notified their NOC. We also tweeted a message to citizens.

Sent from my Verizon, Samsung Galaxy smartphone

[Quoted text hidden]

[Quoted text hidden]

--

You received this message because you are subscribed to the Google Groups "Colorado 911 PSAPs and Authorities" group.

To unsubscribe from this group and stop receiving emails from it, send an email to colorado911+unsubscribe@googlegroups.com.

To post to this group, send email to colorado911@googlegroups.com.

For more options, visit <https://groups.google.com/d/optout>.

Butler, Athena M. - 911 Emergency Communications <Athena.Butler@denvergov.org> Wed, Mar 8, 2017 at 7:14 PM
To: Monica Million <monicam@gjcity.org>, "Lesnansky, Shelly - DPD" <Shelly.Lesnansky@denvergov.org>, "Branson - DORA, Daryl" <daryl.branson@state.co.us>
Cc: "colorado911@googlegroups.com" <colorado911@googlegroups.com>, "Notarianni, Lynn" <lynn.notarianni@state.co.us>

Don't know. Test in your center.

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

[Quoted text hidden]

Scott Rose <scoros@lakewoodco.org> Wed, Mar 8, 2017 at 7:14 PM
To: Monica Million <monicam@gjcity.org>, "Lesnansky, Shelly - DPD" <shelly.lesnansky@denvergov.org>, "Branson - DORA, Daryl" <daryl.branson@state.co.us>
Cc: "colorado911@googlegroups.com" <colorado911@googlegroups.com>, "Notarianni, Lynn" <lynn.notarianni@state.co.us>

Lakewood is operational again. Two test calls placed in the last 2 minutes and both went through.

Scott

From: colorado911@googlegroups.com [mailto:colorado911@googlegroups.com] **On Behalf Of** Monica Million
Sent: Wednesday, March 08, 2017 19:07
To: Lesnansky, Shelly - DPD <shelly.lesnansky@denvergov.org>; Branson - DORA, Daryl <daryl.branson@state.co.us>

Cc: colorado911@googlegroups.com; Notarianni, Lynn <lynn.notarianni@state.co.us>

Subject: Re: [Colorado 911 PSAPs and Authorities] AT&T Problems?

[Quoted text hidden]

Lesnansky, Shelly - DPD <Shelly.Lesnansky@denvergov.org>

Wed, Mar 8, 2017 at 7:16 PM

To: Monica Million <monicam@gjcity.org>

Cc: "Branson - DORA, Daryl" <daryl.branson@state.co.us>, "colorado911@googlegroups.com"

<colorado911@googlegroups.com>, "Notarianni, Lynn" <lynn.notarianni@state.co.us>, "Butler, Athena M. - 911 Emergency Communications" <Athena.Butler@denvergov.org>

I believe Athena initially received a call from Dallas that they were having problems with AT&T.

Sent from my iPhone

[Quoted text hidden]

Grace Reinis <GReinis@dcsheriff.net>

Wed, Mar 8, 2017 at 7:16 PM

To: "Branson - DORA, Daryl" <daryl.branson@state.co.us>

Cc: "colorado911@googlegroups.com" <colorado911@googlegroups.com>, "Notarianni, Lynn" <lynn.notarianni@state.co.us>

Daryl,

We are having intermittent problems receiving AT&T 9-1-1 calls now. We are also advising citizens through social media to text or use non-emergency line.

Grace Reinis

Douglas Regional 9-1-1

[Quoted text hidden]

[Quoted text hidden]

--

You received this message because you are subscribed to the Google Groups "Colorado 911 PSAPs and Authorities" group.

To unsubscribe from this group and stop receiving emails from it, send an email to colorado911+unsubscribe@googlegroups.com.

To post to this group, send email to colorado911@googlegroups.com.

For more options, visit <https://groups.google.com/d/optout>.

Monica Million <monicam@gjcity.org>

Wed, Mar 8, 2017 at 7:17 PM

To: "Butler, Athena M. - 911 Emergency Communications" <athena.butler@denvergov.org>, "Lesnansky, Shelly - DPD"

<shelly.lesnansky@denvergov.org>, "Branson - DORA, Daryl" <daryl.branson@state.co.us>

Cc: "colorado911@googlegroups.com" <colorado911@googlegroups.com>, "Notarianni, Lynn" <lynn.notarianni@state.co.us>

We just did. DID NOT GO THROUGH

Get [Outlook for Android](#)

[Quoted text hidden]

Monica Million <monicam@gjcity.org>

Wed, Mar 8, 2017 at 7:18 PM

To: Grace Reinis <greinis@dcsheriff.net>, "Branson - DORA, Daryl" <daryl.branson@state.co.us>

Cc: "colorado911@googlegroups.com" <colorado911@googlegroups.com>, "Notarianni, Lynn" <lynn.notarianni@state.co.us>

We are doing the same in Grand Junction. Calls not going through here

Get [Outlook for Android](#)

[Quoted text hidden]

Brend, Shannon <sbrend@parkeronline.org>

Wed, Mar 8, 2017 at 7:18 PM

To: Grace Reinis <GReinis@dcsheriff.net>, "Branson - DORA, Daryl" <daryl.branson@state.co.us>

Cc: "colorado911@googlegroups.com" <colorado911@googlegroups.com>, "Notarianni, Lynn" <lynn.notarianni@state.co.us>

Thanks and I'm testing it now with one of my employees cell phones and it just rings.

Shannon

Shannon Brend

Parker/Lone Tree

Communications Supervisor

18600 Lincoln Meadows Pkwy

Parker, CO 80134

[303-805-6605](tel:303-805-6605) Office

[303-805-3345](tel:303-805-3345) Dispatch

sbrend@parkeronline.org



Like us on Facebook: [Town of Parker](#) – [Parker Police Department](#) – [Parker Parks and Recreation](#) — [PACE Center](#)

Follow us on Twitter: [Town of Parker](#) – [Parker Police Department](#) – [Parker Parks and Recreation](#)

From: colorado911@googlegroups.com [mailto:colorado911@googlegroups.com] **On Behalf Of** Grace Reinis

Sent: Wednesday, March 08, 2017 19:17

To: Branson - DORA, Daryl

Cc: colorado911@googlegroups.com; Notarianni, Lynn
Subject: Re: [Colorado 911 PSAPs and Authorities] AT&T Problems?

[Quoted text hidden]

[Quoted text hidden]

Brend, Shannon <sbrend@parkeronline.org>

Wed, Mar 8, 2017 at 7:20 PM

To: Grace Reinis <GReinis@dcsheriff.net>, "Branson - DORA, Daryl" <daryl.branson@state.co.us>

Cc: "colorado911@googlegroups.com" <colorado911@googlegroups.com>, "Notarianni, Lynn"

<lynn.notarianni@state.co.us>, Deni Shinn <DShinn@dcsheriff.net>

I just tested the texting and it does work.

Shannon

From: colorado911@googlegroups.com [mailto:colorado911@googlegroups.com] **On Behalf Of** Grace Reinis

Sent: Wednesday, March 08, 2017 19:17

To: Branson - DORA, Daryl

Cc: colorado911@googlegroups.com; Notarianni, Lynn

Subject: Re: [Colorado 911 PSAPs and Authorities] AT&T Problems?

[Quoted text hidden]

Scott Rose <scoros@lakewoodco.org>

Wed, Mar 8, 2017 at 7:26 PM

To: "Branson - DORA, Daryl" <daryl.branson@state.co.us>, "Brend, Shannon" <sbrend@parkeronline.org>, Grace Reinis <greinis@dcsheriff.net>

Cc: "Notarianni, Lynn" <lynn.notarianni@state.co.us>, "colorado911@googlegroups.com"

<colorado911@googlegroups.com>, Deni Shinn <dshinn@dcsheriff.net>

Lakewood is interment now as well

Get [Outlook for iOS](#)

[Quoted text hidden]

PeterSmith <peters5606@gmail.com>

Wed, Mar 8, 2017 at 7:27 PM

To: "Brend, Shannon" <sbrend@parkeronline.org>

Cc: Grace Reinis <GReinis@dcsheriff.net>, "Branson - DORA, Daryl" <daryl.branson@state.co.us>,

"colorado911@googlegroups.com" <colorado911@googlegroups.com>, "Notarianni, Lynn" <lynn.notarianni@state.co.us>,

Deni Shinn <DShinn@dcsheriff.net>

El Paso-Teller 9-1-1 is also experiencing some intermittent issues with AT&T calls.

Sent from my iPhone

[Quoted text hidden]

Ginny Bultman <ginny.bultman@pitkin911.org>

Wed, Mar 8, 2017 at 7:40 PM

To: "Branson - DORA, Daryl" <daryl.branson@state.co.us>

Cc: colorado911@googlegroups.com, "Notarianni, Lynn" <lynn.notarianni@state.co.us>

Aspen Pitkin has no AT&T capability

[Quoted text hidden]

[Quoted text hidden]

--

You received this message because you are subscribed to the Google Groups "Colorado 911 PSAPs and Authorities" group.

To unsubscribe from this group and stop receiving emails from it, send an email to colorado911+unsubscribe@googlegroups.com.

To post to this group, send email to colorado911@googlegroups.com.

For more options, visit <https://groups.google.com/d/optout>.

--

Ginny Bultman
Emergency Dispatch Supervisor
Pitkin County Regional Emergency Dispatch Center
Triad CISM Team
TERT member
43 Sage Way
Aspen, CO 81611
(970) 920 -5310



Marc Wentworth <MWentworth@vailgov.com>

Wed, Mar 8, 2017 at 7:47 PM

To: "Branson - DORA, Daryl" <daryl.branson@state.co.us>, "colorado911@googlegroups.com"

<colorado911@googlegroups.com>

Cc: "Notarianni, Lynn" <lynn.notarianni@state.co.us>

Vail is having the same issues with ATT calls, text to 911 is working currently.

From: colorado911@googlegroups.com [<mailto:colorado911@googlegroups.com>] **On Behalf Of** Branson - DORA, Daryl

Sent: Wednesday, March 08, 2017 6:31 PM

To: colorado911@googlegroups.com

Cc: Notarianni, Lynn

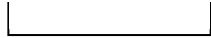
Subject: [Colorado 911 PSAPs and Authorities] AT&T Problems?

Colorado 911 PSAPs and Authorities,

I've received report that PSAPs in a couple of other states (Kentucky and Texas) are not receiving 9-1-1 calls from AT&T wireless customers. Are any of you experiencing anything similar?

Thank you,

Daryl Branson, MPA ENP RPL
Sr. 911 Telecom Analyst
P 303.894.2871
1560 Broadway Ste 250, Denver, CO 80202
daryl.branson@state.co.us | www.colorado.gov/dora/puc



--

You received this message because you are subscribed to the Google Groups "Colorado 911 PSAPs and Authorities" group.

To unsubscribe from this group and stop receiving emails from it, send an email to colorado911+unsubscribe@googlegroups.com.

To post to this group, send email to colorado911@googlegroups.com.

For more options, visit <https://groups.google.com/d/optout>.

Courtney Kelley <ckelley@emergsvc.huerfano.us>

Wed, Mar 8, 2017 at 7:48 PM

To: Marc Wentworth <MWentworth@vailgov.com>, "Branson - DORA, Daryl" <daryl.branson@state.co.us>, colorado911@googlegroups.com

Cc: "Notarianni, Lynn" <lynn.notarianni@state.co.us>

Huerfano County is currently able to receive 911 calls from At&t callers.

Courtney Kelley

Huerfano County Dispatch

719-738-1044

From: colorado911@googlegroups.com [mailto:colorado911@googlegroups.com] **On Behalf Of** Marc Wentworth

Sent: Wednesday, March 08, 2017 7:47 PM

To: Branson - DORA, Daryl; colorado911@googlegroups.com

Cc: Notarianni, Lynn

Subject: RE: [Colorado 911 PSAPs and Authorities] AT&T Problems?

[Quoted text hidden]

Vicki Pickett <vpickett@arvada.org>

Wed, Mar 8, 2017 at 7:55 PM

To: Marc Wentworth <MWentworth@vailgov.com>

Cc: "colorado911@googlegroups.com" <colorado911@googlegroups.com>, "Notarianni - DORA, Lynn" <lynn.notarianni@state.co.us>, "Branson - DORA, Daryl" <daryl.branson@state.co.us>

Arvada is not getting through as well.

Vicki Pickett
Communications Center Manager

Arvada Police Department
(720) 898-6913

[Quoted text hidden]

Mandy Stollsteimer <mstollsteimer@wcrdc.net>

Wed, Mar 8, 2017 at 8:02 PM

To: "Brend, Shannon" <sbrend@parkeronline.org>

Cc: Grace Reinis <GReinis@dcsheriff.net>, "Branson - DORA, Daryl" <daryl.branson@state.co.us>, "colorado911@googlegroups.com" <colorado911@googlegroups.com>, "Notarianni, Lynn" <lynn.notarianni@state.co.us>

WestCO is testing. Couple AT&T calls did go through.

Sent from my iPhone

On Mar 8, 2017, at 7:18 PM, Brend, Shannon <sbrend@parkeronline.org> wrote:

Thanks and I'm testing it now with one of my employees cell phones and it just rings.

Shannon

Shannon Brend

Parker/Lone Tree

Communications Supervisor

18600 Lincoln Meadows Pkwy

Parker, CO 80134

303-805-6605 Office

303-805-3345 Dispatch

sbrend@parkeronline.org

<image001.png><image004.jpg>

[Quoted text hidden]

[Quoted text hidden]

Cindi Dieck <CDieck@crgov.com>

Wed, Mar 8, 2017 at 8:11 PM

To: "Branson - DORA, Daryl" <daryl.branson@state.co.us>

Castle Rock and Douglas County were notified

Cindi Dieck
Communications Manager
Castle Rock Police Department
100 N. Perry St
Castle Rock, CO 80104

Office - 303.663.6124

Fax - 303.663.6154
cdieck@crgov.com

[Quoted text hidden]

[Quoted text hidden]

--

You received this message because you are subscribed to the Google Groups "Colorado 911 PSAPs and Authorities" group.

To unsubscribe from this group and stop receiving emails from it, send an email to

colorado911+unsubscribe@googlegroups.com.

To post to this group, send email to colorado911@googlegroups.com.

For more options, visit <https://groups.google.com/d/optout>.

Mandy Stollsteimer <mstollsteimer@wcrdc.net>

Wed, Mar 8, 2017 at 8:17 PM

To: "Brend, Shannon" <sbrend@parkeronline.org>

Cc: Grace Reinis <GReinis@dcsheriff.net>, "Branson - DORA, Daryl" <daryl.branson@state.co.us>, "colorado911@googlegroups.com" <colorado911@googlegroups.com>, "Notarianni, Lynn" <lynn.notarianni@state.co.us>

Between 1744 and 1920, WestCO does not have a record of any AT&T calls. Hard to tell if that is due to an outage or not.

Sent from my iPhone

On Mar 8, 2017, at 7:18 PM, Brend, Shannon <sbrend@parkeronline.org> wrote:

Thanks and I'm testing it now with one of my employees cell phones and it just rings.

Shannon

Shannon Brend

Parker/Lone Tree

Communications Supervisor

18600 Lincoln Meadows Pkwy

Parker, CO 80134

[303-805-6605](tel:303-805-6605) Office

[303-805-3345](tel:303-805-3345) Dispatch

sbrend@parkeronline.org

< <

[Quoted text hidden]

[Quoted text hidden]

Cindi Dieck <CDieck@crgov.com>

Wed, Mar 8, 2017 at 8:19 PM

To: Monica Million <monicam@gjcity.org>

Cc: "Lesnansky, Shelly - DPD" <shelly.lesnansky@denvergov.org>, "Branson - DORA, Daryl" <daryl.branson@state.co.us>, "colorado911@googlegroups.com" <colorado911@googlegroups.com>, "Notarianni, Lynn" <lynn.notarianni@state.co.us>

Intermittent in Town of Castle Rock. Did a test call. Douglas County answered.

Cindi Dieck
Communications Manager
Castle Rock Police Department
100 N. Perry St
Castle Rock, CO 80104

Office - 303.663.6124
Fax - 303.663.6154
cdieck@crgov.com

[Quoted text hidden]

Laura Wittrup <lwittrup@pueblo.us>

Wed, Mar 8, 2017 at 8:22 PM

To: Vicki Pickett <vpickett@arvada.org>, Marc Wentworth <MWentworth@vailgov.com>

Cc: "colorado911@googlegroups.com" <colorado911@googlegroups.com>, "Notarianni - DORA, Lynn" <lynn.notarianni@state.co.us>, "Branson - DORA, Daryl" <daryl.branson@state.co.us>

AT&T calls ARE going through to Pueblo City 911.

Sent with Good (www.good.com)

From: colorado911@googlegroups.com <colorado911@googlegroups.com> on behalf of Vicki Pickett <vpickett@arvada.org>

Sent: Wednesday, March 8, 2017 7:55:20 PM

To: Marc Wentworth

Cc: colorado911@googlegroups.com; Notarianni - DORA, Lynn; Branson - DORA, Daryl

Subject: [External] RE: [Colorado 911 PSAPs and Authorities] AT&T Problems?

External email. Please use caution.

[Quoted text hidden]

This e-mail transmission (including any attachments) contains information that is confidential and may be legally privileged. It is intended for the use of the addressee only. If you received this e-mail in error, we request that you contact us immediately by telephone or return e-mail, and that you delete this message from your computer. If you are not the intended recipient, please be advised that any dissemination, distribution, or copying of this e-mail is strictly prohibited. [CoP]

Joann Ryan <jryan@littletongov.org>

Wed, Mar 8, 2017 at 8:23 PM

To: Laura Wittrup <lwittrup@pueblo.us>

Cc: Vicki Pickett <vpickett@arvada.org>, Marc Wentworth <MWentworth@vailgov.com>, "colorado911@googlegroups.com" <colorado911@googlegroups.com>, "Notarianni - DORA, Lynn" <lynn.notarianni@state.co.us>, "Branson - DORA, Daryl" <daryl.branson@state.co.us>

The news is now reporting it is nationwide.

Jo Ann Ryan
Division Manager Communications/Records
Littleton Police Department
2255 W Berry Ave
Littleton, Colorado 80120
[303-795-3888](tel:303-795-3888) (office)
[303-795-3705](tel:303-795-3705) (fax)

www.littletongov.org
[Twitter](#) | [Facebook](#) | [YouTube](#)



[Quoted text hidden]

Sender and receiver should be mindful that all my incoming and outgoing emails may be subject to the Colorado Open Records Act, S 24-72-100.1, et seq.

Audrey DiManna <adimanna@greenwoodvillage.com>

Wed, Mar 8, 2017 at 8:26 PM

To: "Branson - DORA, Daryl" <daryl.branson@state.co.us>

Cc: colorado911@googlegroups.com, "Notarianni, Lynn" <lynn.notarianni@state.co.us>

Intermittent issues in Greenwood Village. One call came through and the one right after it didn't ring at all.

[Quoted text hidden]

[Quoted text hidden]

--

You received this message because you are subscribed to the Google Groups "Colorado 911 PSAPs and Authorities" group.

To unsubscribe from this group and stop receiving emails from it, send an email to colorado911+unsubscribe@googlegroups.com.

To post to this group, send email to colorado911@googlegroups.com.

For more options, visit <https://groups.google.com/d/optout>.

Carl Stephens <cstephens@garco911.com>

Wed, Mar 8, 2017 at 8:30 PM

To: Audrey DiManna <adimanna@greenwoodvillage.com>

Cc: "Branson - DORA, Daryl" <daryl.branson@state.co.us>, colorado911@googlegroups.com, "Notarianni, Lynn" <lynn.notarianni@state.co.us>

AT&T sent us a notification that the issue has been resolved our test calls did go through.

Sent from my iPhone

[Quoted text hidden]

Norris Croom <NCroom@crgov.com>

Wed, Mar 8, 2017 at 9:15 PM

To: "Branson - DORA, Daryl" <daryl.branson@state.co.us>

Cc: "colorado911@googlegroups.com" <colorado911@googlegroups.com>, "Notarianni, Lynn" <lynn.notarianni@state.co.us>

Media is reporting that AT&T services have been restored. Just FYI...

Norris W. Croom III, EFO, CEMSO, CFO
Deputy Chief, Operations Division
Castle Rock Fire and Rescue Department
300 Perry Street
Castle Rock, Colorado 80104
[303-660-1066](tel:303-660-1066)-office
[303-435-1558](tel:303-435-1558)-cell

Sent from my iPhone

[Quoted text hidden]

[Quoted text hidden]

--

You received this message because you are subscribed to the Google Groups "Colorado 911 PSAPs and Authorities" group.

To unsubscribe from this group and stop receiving emails from it, send an email to colorado911+unsubscribe@googlegroups.com.

To post to this group, send email to colorado911@googlegroups.com.

For more options, visit <https://groups.google.com/d/optout>.

[Quoted text hidden]

Head - CDPS, Debbie <debbie.head@state.co.us>

Thu, Mar 9, 2017 at 7:04 AM

To: "Branson - DORA, Daryl" <daryl.branson@state.co.us>

Cc: colorado911@googlegroups.com, "Notarianni, Lynn" <lynn.notarianni@state.co.us>

We just tested it in Craig CO. and it worked fine.

Debbie Head
Craig Regional Manager
Craig Regional Communication Center
800 W. 1st. Ave Suite 500
Craig Colorado 81625
Phone [970-826-1317](tel:970-826-1317)



[Quoted text hidden]

[Quoted text hidden]

--

You received this message because you are subscribed to the Google Groups "Colorado 911 PSAPs and Authorities" group.

To unsubscribe from this group and stop receiving emails from it, send an email to colorado911+unsubscribe@googlegroups.com.

To post to this group, send email to colorado911@googlegroups.com.

For more options, visit <https://groups.google.com/d/optout>.

Tory Jantz <TJantz@cityofblackhawk.org>

Thu, Mar 9, 2017 at 7:38 AM

To: "colorado911@googlegroups.com" <colorado911@googlegroups.com>

Cc: "daryl.branson@state.co.us" <daryl.branson@state.co.us>, Ken Lloyd <KLloyd@cityofblackhawk.org>

We tested ours in Black Hawk, CO and AT&T worked fine.

Tory L. Jantz

Commander - Administration

Black Hawk Police Department

221 Church St.

Black Hawk, CO 80003

[303-582-5878](tel:303-582-5878)

www.cityofblackhawk.org



From: Ken Lloyd
Sent: Thursday, March 09, 2017 7:21 AM
To: Tory Jantz
Subject: FW: [Colorado 911 PSAPs and Authorities] AT&T Problems?

From: colorado911@googlegroups.com [<mailto:colorado911@googlegroups.com>] **On Behalf Of** Head - CDPS, Debbie
Sent: Thursday, March 09, 2017 7:05 AM
To: Branson - DORA, Daryl
Cc: colorado911@googlegroups.com; Notarianni, Lynn
Subject: Re: [Colorado 911 PSAPs and Authorities] AT&T Problems?

[Quoted text hidden]

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of the **City of Black Hawk**. Finally, the recipient should check this email and any attachments for the presence of viruses. The **City of Black Hawk** accepts no liability for any damage caused by any virus transmitted by this email.

City of Black Hawk, P.O. Box 68, Black Hawk, Colorado, 80422



www.CityofBlackHawk.org

Branson - DORA, Daryl <daryl.branson@state.co.us>
To: "colorado911@googlegroups.com" <colorado911@googlegroups.com>

Thu, Mar 9, 2017 at 7:45 AM

Thank you to everyone who responded. It's good to have a record of where it was working and where it wasn't.

From what I've been able to gather, this was a problem with AT&T's voice positioning provider, Comtech TCS, for Voice-over-LTE calls only, which is why the problem didn't affect every AT&T user or affect every area. There was a similar problem last year with another carrier.

So far the FCC hasn't commented on the outage. It has supposedly been fixed (for now), so if you're AT&T callers are still having trouble, please let me know and I'll help you notify the FCC.

Daryl Branson, MPA ENP RPL
Sr. 911 Telecom Analyst
P [303.894.2871](tel:303.894.2871)
1560 Broadway Ste 250, Denver, CO 80202
daryl.branson@state.co.us | www.colorado.gov/dora/puc



[Quoted text hidden]

Lori Johnson <ljohnson@cityofcortez.com>
To: "Branson - DORA, Daryl" <daryl.branson@state.co.us>

Thu, Mar 9, 2017 at 7:58 AM

Daryl,

I tested this morning and it is okay from at least two phones. I received an outage notice from AT&T last night around 7:30 and an all good notice around 8:30 pm.

Thanks,

On Wed, Mar 8, 2017 at 6:30 PM, Branson - DORA, Daryl <daryl.branson@state.co.us> wrote:

[Quoted text hidden]

--

You received this message because you are subscribed to the Google Groups "Colorado 911 PSAPs and Authorities" group.

To unsubscribe from this group and stop receiving emails from it, send an email to colorado911+unsubscribe@googlegroups.com.

To post to this group, send email to colorado911@googlegroups.com.

For more options, visit <https://groups.google.com/d/optout>.

--
Lori Johnson, Communications Supervisor
Cortez Police Department
[970-564-4099](tel:970-564-4099)

Branson - DORA, Daryl <daryl.branson@state.co.us>
To: Lori Johnson <ljohnson@cityofcortez.com>

Thu, Mar 9, 2017 at 8:12 AM

Thank you, Lori.

Daryl Branson, MPA ENP RPL
Sr. 911 Telecom Analyst
P [303.894.2871](tel:303.894.2871)
1560 Broadway Ste 250, Denver, CO 80202
daryl.branson@state.co.us | www.colorado.gov/dora/puc



[Quoted text hidden]

Rita Mantelli <rita.mantelli@trinidad.co.gov>
To: "Branson - DORA, Daryl" <daryl.branson@state.co.us>
Cc: "colorado911@googlegroups.com" <colorado911@googlegroups.com>

Thu, Mar 9, 2017 at 8:12 AM

It's working here in Trinidad, CO.

[Quoted text hidden]

--Respectfully Submitted

Rita M. Mantelli
Trinidad Police Department
Communications Director
CCIC/NCIC Coordinator
2309 E. Main Street
Trinidad, CO 81082
phone: (719) 846-4441 ext 171
fax: (719) 846-3728

Mike Cook <mike.cook@rbc.us>
To: Daryl Branson <daryl.branson@state.co.us>

Thu, Mar 9, 2017 at 8:25 AM

Daryl, received this message from West Safety last night at 7:25 and another at 8:30 stating the issue was resolved. Tested this morning and calls are coming through.

AT&T Mobility is experiencing a service outage that is impacting the ability to deliver AT&T Mobility wireless 911 calls in your area. AT&T teams are engaged and are working to resolve the issue. Due to this service outage, you may experience interruptions or degradations to:

- Wireless 911 calls
- Wireless Phase I and Phase II location information

No other details concerning this outage are currently available. AT&T Mobility will notify you when the service outage is resolved. Questions regarding this notification can be sent to PSAP Relations during normal business hours Monday – Friday at ATTMO_PSAP_REL@list.att.com

[Quoted text hidden]



Mike Cook
Communications
Rio Blanco County Sheriff's Office
mike.cook@rbc.us
970-878-9600
Cell **970-942-8316**
Voice Mail **970-878-9635**
FAX **970-878-3270**
355 4th Street
PO Box 1460
Meeker, CO 81641



Call 911 If you have an Emergency.

Sign up your cell phone and get more Information to our Reverse 911 System "[Click Here](#)"

Branson - DORA, Daryl <daryl.branson@state.co.us>

Thu, Mar 9, 2017 at 8:28 AM

To: Mike Cook <mike.cook@rbc.us>

Thank you, Mike.

Daryl Branson, MPA ENP RPL
Sr. 911 Telecom Analyst
P [303.894.2871](tel:303.894.2871)
1560 Broadway Ste 250, Denver, CO 80202
daryl.branson@state.co.us | www.colorado.gov/dora/puc



[Quoted text hidden]

Butler, Athena M. - 911 Emergency Communications <Athena.Butler@denvergov.org>
To: "Branson - DORA, Daryl" <daryl.branson@state.co.us>

Thu, Mar 9, 2017 at 1:36 PM

Thanks, Daryl. I got wind of this initially from a friend in Dallas - I don't think they knew how widespread it was. BTW I'm still having problems reaching the google group.

Sincerely,

Athena Butler

Denver 9-1-1

From: colorado911@googlegroups.com [mailto:colorado911@googlegroups.com] **On Behalf Of** Branson - DORA, Daryl
Sent: Thursday, March 09, 2017 7:46 AM
To: colorado911@googlegroups.com
Subject: Re: FW: [Colorado 911 PSAPs and Authorities] AT&T Problems?

[Quoted text hidden]

Branson - DORA, Daryl <daryl.branson@state.co.us>
To: "Butler, Athena M. - 911 Emergency Communications" <Athena.Butler@denvergov.org>

Fri, Mar 10, 2017 at 9:50 AM

I think I straightened it out. You have to use the same email address to send to the listserve that you use to receive from it. I removed your "Plummer" email address and put in your "Butler" email address, so you should be able to send and receive to both the Colorado 9-1-1 PSAP listserve and the 9-1-1 Task Force listserve. You were already listed correctly in the 9-1-1 Rules Workshop listserve.

Thanks!

Daryl Branson, MPA ENP RPL
Sr. 911 Telecom Analyst
P [303.894.2871](tel:303.894.2871)
1560 Broadway Ste 250, Denver, CO 80202
daryl.branson@state.co.us | www.colorado.gov/dora/puc



[Quoted text hidden]



STATE OF
COLORADO

Branson - DORA, Daryl <daryl.branson@state.co.us>

FW: TT-0139636 - Notification of Potential Impairment

Kimberly Culp <kculp@leta911.org>

Thu, Mar 30, 2017 at 1:19 PM

To: Lynn Notarianni <lynn.notarianni@dora.state.co.us>, daryl.branson@state.co.us

Highlight added.

From: Comtech NOC [mailto:na5@na5.xmatters.com]

Sent: Wednesday, March 8, 2017 7:12 PM

To: [Kculp@leta911.org](mailto:kculp@leta911.org)

Subject: TT-0139636 - Notification of Potential Impairment

Attention Impairment Notification Contact,

The Comtech Network Operations Center has identified a potential impairment affecting your PSAP. You are listed as the email point of contact for notification of such impairments.

Incident Start: 03-08-2017 1352 PT

Incident End: TBD

Service Affected: Wireless 911

Impairment Type: More than Location Affected

Impact: Comtech is actively troubleshooting an issue between AT&T Mobility and Comtech that is impacting VoLTE 911 calling. AT&T 911 calls may be impacted.

We appreciate your patience as we continue to troubleshoot the impairment. If you need to contact the Comtech Network Operations Center, please email noc@telecomsys.com [do not directly reply to this email] and reference TT-0139636. If this message has been sent to you in error, or should be sent to a different official at your facility, please email noc@telecomsys.com.

Thank you,
Network Operations Center
Comtech Telecommunications



STATE OF
COLORADO

Branson - DORA, Daryl <daryl.branson@state.co.us>

FW: AT&T Outage Resolution

Jennifer Kirkland <JKirkland@vailgov.com>

Thu, Mar 30, 2017 at 1:48 PM

To: "Branson - DORA, Daryl (daryl.branson@state.co.us)" <daryl.branson@state.co.us>

For inclusion with the ex parte filing

Jennifer Kirkland, ENP, RPL

Operations Support Supervisor, Vail Public Safety Communications Center

Executive Council Representative, Colorado NENA/APCO Board

Secretary, Colorado Training Standards Committee

"The strength of the team is in each individual member...the strength of each member is in the team."



970.479.2201

970 390.1553 cell

www.vail911.com

vailgov.com

twitter.com/vailgov



From: Danielle Valenti [mailto:noreply@intrado.com]

Sent: Wednesday, March 8, 2017 8:28 PM

To: Jennifer Kirkland

Subject: AT&T Outage Resolution

The outage mentioned previously has been resolved.

WSS Mobility would like to continue connecting with you via email. If you prefer to be removed from our list, please contact WSS Mobility directly. To stop receiving all email messages distributed through our GroupCast service, follow this link and confirm: [Unsubscribe](#)

3/31/2017

State.co.us Executive Branch Mail - FW: AT&T Outage Resolution

GroupCast is a notification service used by the nation's leading school systems to connect with parents, students, and staff through voice, SMS text, email, and social media.



STATE OF
COLORADO

Branson - DORA, Daryl <daryl.branson@state.co.us>

FW: AT&T PSAP Notification

Jennifer Kirkland <JKirkland@vailgov.com>

Thu, Mar 30, 2017 at 1:48 PM

To: "Branson - DORA, Daryl (daryl.branson@state.co.us)" <daryl.branson@state.co.us>

For inclusion with the ex parte filing

Jennifer Kirkland, ENP, RPL

Operations Support Supervisor, Vail Public Safety Communications Center

Executive Council Representative, Colorado NENA/APCO Board

Secretary, Colorado Training Standards Committee

"The strength of the team is in each individual member...the strength of each member is in the team."



970.479.2201

970 390.1553 cell

www.vail911.com

vailgov.com

twitter.com/vailgov



From: West Safety [mailto:noreply@intrado.com]

Sent: Wednesday, March 8, 2017 7:26 PM

To: Jennifer Kirkland

Subject: AT&T PSAP Notification

AT&T Mobility is experiencing a service outage that is impacting the ability to deliver AT&T Mobility wireless 911 calls in your area. AT&T teams are engaged and are working to resolve the issue. Due to this service outage, you may experience interruptions or degradations to:

- Wireless 911 calls
- Wireless Phase I and Phase II location information

No other details concerning this outage are currently available. AT&T Mobility will notify you when the service outage is resolved. Questions regarding this notification can be sent to PSAP Relations during normal business hours Monday – Friday at ATTMO_PSAP_REL@list.att.com

WSS Mobility would like to continue connecting with you via email. If you prefer to be removed from our list, please contact WSS Mobility directly. To stop receiving all email messages distributed through our GroupCast service, follow this link and confirm: [Unsubscribe](#)

GroupCast is a notification service used by the nation's leading school systems to connect with parents, students, and staff through voice, SMS text, email, and social media.